

NETWORK ANALYST IV

GENERAL DEFINITION OF WORK:

FLSA Status: Exempt

Serves as a consultant to telecom or network customers designing unique business solutions to systems with a diverse architecture; provides administrative support for a LAN/WAN server network; coordinates the installation of all necessary cabling and equipment for the provision of telecommunications or data communications support to customers; including support to LAN servers, networked PC's, or setup of internet service; diagnoses and troubleshoots network or communication problems; coordinates with vendors providing communication services under contract; supervises and/or provides technical leadership to lower-level personnel; provides help desk problem solution assistance; and performs related work as required. Work is performed under general guidance and with minimum supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Performs responsible, technical and highly technical network administrative work in the implementation and support of the County's network infrastructure. Work is performed under the most general supervision of the Network Engineer or designee.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provides administration of a multi-domain server network.
- Plans and implements network security and data administration.
- Installs, configures, and upgrades network operating systems and equipment and LAN applications.
- Designs and implements data backup strategies.
- Troubleshoots network problems and supports client work stations.
- Prepares training guides and supplemental troubleshooting documentation for infrastructure problems.
- Provides guidance and training to less experienced staff.
- Writes general plans and status reports for projects and presents plans to management.
- Coordinates efforts with outside agency information technology personnel in the planning of joint network projects.
- Configures network interface cards, protocols, cabling, routers, bridges, hubs and gateways.
- Researches, evaluates, and tests new technologies for existing and proposed network/telecommunication systems.
- Performs third level technical support for system problems.
- Prepares technical specifications for new projects
- Assists with the development, review, and recommendation for award of service related contracts.
- Assures compliance with contracts and established standards.
- Coordinates projects and activities with other county staff and outside contractors.
- Recommends enhancements as needed.
- Assists in performing cost/benefits analyses on competing methods of providing data communication links.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the principles, practices, and techniques of information management technologies; thorough knowledge of network software related to the support of the County's network infrastructure; thorough knowledge of practices and techniques of microcomputers and network operation systems; ability to identify and analyze and resolve routine information systems problems; ability to apply basic programming techniques; ability to effectively organize, schedule and plan work assignments; ability to plan, schedule, coordinate and manage studies, special assignments; ability to evaluate and make recommendations on different applications and software packages; ability to translate technical terminology into terms understood by management and employees; ability to establish and maintain effective working relationships with County employees, vendors and the general public; ability to communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Requires combination of education, training, and experience equivalent to an Associates degree in computer science or related field; **and** 10 years network experience in a complex information systems environment or related field; **or** possession of a Bachelor's degree in computer science, or related field, **and** 6 years network experience in a complex information systems environment.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS: None.